

## Incontinence Supplies and Services

### Medicaid Health Plans

If you are in a **Medicaid health plan**, this information does not apply to you. Call your plan to find out how to order supplies.

### HMO

If you are in a **Commercial HMO** and your HMO covers this service, contact your HMO to see if J & B Medical is an approved provider. If J & B Medical is not an approved provider, you should go to your network provider. If your HMO does not cover these products, you must use J & B Medical.

### Medicare

Effective July 1, 2004, if you are a Medicare/Medicaid beneficiary you will be required to use J & B Medical as your supplier for Medicare non-covered incontinence supplies.

If your doctor said that you or your child has a problem with incontinence, this information will tell you how to get the services and products you need.

J & B Medical provides incontinence supplies to persons who are not in a Medicaid health plan and have:

- Medicaid
- Children's Special Health Care Services (CSHCS)
- Both Medicaid and CSHCS

Your doctor will give you a prescription for any of these products you or your child needs:

- All incontinence catheters and accessories
- Irrigation syringes
- Skin barriers
- Under pads
- Incontinence pants
- Incontinence liners
- Pull-on briefs
- Disposable diapers \*

\*NOTE: Diapers and briefs are not covered for children under age three.

### Other Services

You may go to the provider of your choice for services and products that are not listed above.

### Ordering Supplies For The First Time

If you or your child are not in a Medicaid health plan and you are ordering supplies for the first time, call J & B Medical at **800-737-0045**; **TTY 800-737-0084** and tell them the following information:

- Your name, address, and telephone number
- The name, address, and telephone number of the doctor who wrote your prescription
- Your medical condition (type of incontinence)
- The products you need (listed on your prescription)
- Your Medicaid or CSHCS identification (ID) number
- Other insurance you have

### Changing From Another Supplier to J & B Medical

If you get your supplies from another medical supplier and are changing to J & B Medical, call J & B Medical and tell them the following information:

- Your name, address, and telephone number
- The name, address, and telephone number of the doctor who wrote your prescription
- Your Medicaid or CSHCS identification (ID) number
- Other insurance you have
- The products you receive
- The amount you receive of each product each month

After you order your supplies from J & B Medical, you must mail your prescription to the company. (See the address on the back of this brochure).

### Receiving Supplies

Your supplies are delivered once a month. They are delivered directly to your home by FedEx. FedEx does not deliver to Post Office (P.O.) boxes. If your mailing address is a P.O. box, you must give J & B Medical a street address where your supplies can be delivered.

It is your responsibility to let J & B Medical know if your address changes. To avoid an interruption to your service, call J & B Medical at least ten days prior to your next delivery date to tell them where your supplies can be delivered.

### Receiving the Wrong Supplies

Call J & B Medical if you receive the wrong supplies.

## **Emergency Orders**

Call J & B Medical with an emergency order only when your supplies may not last until the next delivery date.

## **Questions**

If you have questions or would like to place an order, call J & B Medical at:

**800-737-0045**  
**(TTY 800-737-0084)**

or write to:

**J & B Medical**  
**4305 Pineview Dr.**  
**Suite 300**  
**Commerce Twp, MI 48390**



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# Michigan Diaper and Incontinence Supplies Program

For Medicaid and Children's  
Special Health Care Services